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North East Leaseholders Association

October 2009

Issue 5

What has NELA been up to... ?

Throughout the year, NELA has been raising issues on your behalf, including;

- Meeting with Diane Abbott MP to highlight the difficulties leaseholders face who live on Woodberry Down, which is under regeneration, and the high cost of major works more generally.
- Inaccurate electricity meter charges and a request for them to be read on a more regular basis. Leaseholders would prefer to be billed on actual costs and not estimated costs.
- Statements for one year when requested and not from the beginning of their lease.
- The need for value for money
- Prompt responses to requests for information on questions raised on service charges and work.
- A repair service that leaseholders can access at a charge, for repairs within their homes

Job tickets – request them!

When the Actual Service Charge Invoices are sent out at the end of September, Leaseholders have the right to request to copies of the job tickets for which they have been recharged. They can do this by calling the Leasehold & RTB team on **0208 356 2100**.

Dispute Resolution Service

This option is available to leaseholders who wish to seek arbitration when trying to resolve any issue between them and Hackney Homes. A resident Leaseholder, an Independent Leasehold Specialist and a Hackney Homes Complaint Officer make up the panel who decide the outcome of disputes raised. However, decisions from this are not binding but are of great persuasive value should any further action be necessary.

Weekend Cleaning Service...



This service covers regular known hot spots where ASB takes place and also should an urgent clearance of dangerous dumped items, drug paraphernalia be required over the weekend. It is not an emergency service, although if hazardous deposits, dumping and associated problems occur, Manoj (supervisor) can be contacted on **0208 356 2035** from Friday afternoon through to Monday morning. This service operates from 8-4pm Saturday and Sunday. There is also an Out of Hours service who can be contacted on **0208 356 2300** for emergencies such as during or immediately following a fire, and/ or life or limb issues.

New Members



NELA would like to encourage more Leaseholders and or Freeholders to come and take part in NELA activities.

NELA works on your behalf to raise your issues with officers from both Pinnacle and Hackney Homes.

NELA encourages all leaseholders to be more active; they can become active members of NELA or their local TRAs. This ensures that their views and concerns are listened to and acted upon. For more information on TRAs, please contact your Estate Manager.

Surgeries at Clock House

The Leasehold Officer holds surgeries at Clock house, 149 Stamford Hill, London, N16 5LG, on the last **THURSDAY** of each month. If you have any leasehold issues that you want to discuss, including; general queries, service charges, alteration request, etc, you are welcome to contact **Stuart Limbrick** on **0208 356 6539**, to make an appointment. The next one will be held on **25th November**.

Themed meetings.....

NELA has invited a representative from the **Insurance Department** of Hackney Council to answer questions from Leaseholders regarding making claims.

The next **General Meeting** is to be held on **20th October 2009** at **7.00pm** at **Joseph Court Community Hall**, Amhurst Park (near Stamford Hill Station). Access to the hall is at the side of the tall block near the garage area

Make a note of the **2010 NELA General Meeting** dates all of which start at 7 p.m. in Joseph Court community Hall

Wednesday 24 February
Wednesday 9 June
Wednesday 20 October

Minutes of the General Meetings can also be found on the NELA website at www.hackneyhomes.org.uk under the heading 'Leaseholders and Freeholders'.

Contact Information..

If a leaseholder has a query regarding his Estate, Block or neighbour, he/she needs to contact their Estate Manager.

If the query relates to their Service Charge or Major Works Billing or payments, please contact the Leasehold and Right to Buy Team on 020 8356 2100.

If the leaseholder wants to get information regarding carrying out alterations to their property, or wants help interpreting their lease, please contact the Leasehold Officer at Stamford Hill on 0208 356 6539.

Hackney Homes is an ALMO set up by Hackney Council to manage and improve all of its housing stock. The local authority remains the landlord and the tenants remain as secure tenants. It does not trade for profit, and is managed by a board of directors comprising five tenants, one freeholder/leaseholder, five Council nominees and five independents. The current Leaseholder representative Brian Marsh is stepping down and will be replaced by Joel Gordon as of 21st September.



Get a free home fire safety visit

The London Fire Brigade can visit you at home to offer advice on how to make your home safe and where appropriate fit a smoke alarm for free. To request a free visit, you can call 0800 028 44 28, log on to www.london-fire.gov.uk or email: smokealarms@london-fire.gov.uk



Any Questions - contact:

Catherine Marie, the Leasehold Officer will be away on maternity leave from end of September until mid 2010. Her position will be temporarily be covered by **Stuart Limbrick**. He will be available on **0208 356 6539** and can be emailed on shteam@hackneyhomes.org.uk. He will also continue to hold the Leasehold Surgeries at the Clock house every last Thursday of the month.

Stuart Limbrick, Leasehold Officer
149 Stamford Hill
London N16 5LG

Telephone: 020-8356 6539

E-mail: shteam@hackneyhomes.org.uk